

Interruption in Service Guidance

Families and children must receive the services and supports outlined on an Individualized Family Service Plan (IFSP). However, circumstances may arise that require an interruption in service. Each situation is unique, and solutions to the interruption must meet the child's and family's needs. In addition, certain procedures included in federal and state regulations make it necessary to take specific action in the event of service interruption.

Interruption Procedures

An interruption in service may be due to a family reason or agency reason. Examples include but are not limited to:

- Family vacation
- Family emergency
- Child waiting for services due to ITP provider shortage or caseload capacity
- Provider illness
- Provider emergency

If an interruption in service is due to a family reason, ITP is not required to provide make up services. However, in this instance, the service coordinator should contact the family and discuss the interruption and potential alternative service options.

If an interruption in service is due to an agency reason, the service coordinator must contact the family to inform and offer options to make up the missed services. The family has the option to make up all, some, or decline missed services.

NOTE: *ITP services may NOT be provided to a child and family located out of state at any point in time, including during an interruption in service.*

The following actions are required to address an interruption in service:

- The Service Coordinator is notified by the family or direct service provider prior to or when it is known that there will be an interruption in service.
- The Service Coordinator or the direct service provider notifies the family by phone (or other means of direct communication) to discuss the interruption and alternative service options.

Options Include:

1. Request an IFSP with Service Coordination only services if the child is located in Idaho during the interruption.
 - An IFSP addendum must be completed to end any direct services.
 - A signed IFSP serves as a family's PWN
 - The Service Coordinator and direct service provider must document in a CSR the reasons for the IFSP service interruption and actions taken.

2. Request an IFSP with reduced direct services. An IFSP addendum must be completed to document the reduction in direct services.

Note: An addendum to reduce direct services is not needed if the interruption will not affect the quantity of existing approved IFSP visits and the ability for a direct service provider to provide all existing approved IFSP visits.

- Service Coordination will continue as identified on the IFSP ONLY if the child is located in Idaho during the interruption.
- A signed IFSP serves as a family's PWN
- The Service Coordinator and direct service provider must document in a CSR the reasons for the IFSP service interruption and actions taken.

3. Request for all services to be put on hold

- If a family chooses to put all services on hold, a discussion would be warranted to identify the potential time frame of putting services on hold vs. exiting the program and returning at any point in time prior to age three.
- A PWN must be completed and sent to the family regardless of whether services are put on hold or the child exits the program.
- The Service Coordinator and direct service provider must document in a CSR the reasons for the IFSP service interruption and actions taken.

4. Request to withdraw their child from the program

- Follow the ITP Case Closure Guidance

Resuming Services after an Interruption

An active IFSP must be in place for a child and family to receive any service from ITP.

- If there is an active IFSP, an IFSP meeting may need to be held to complete an addendum to update services.
 - SC provides PWN to family as invitation to IFSP meeting and notice for potential updates to services.
- If the IFSP has expired, an IFSP meeting must be held to develop a new IFSP.
 - SC provides PWN to family as invitation to IFSP meeting and notice for potential updates to services.

If services are set to resume and the family chooses to withdrawal: Follow the ITP Case Closure Guidance.

If services are set to resume and a provider is unable to contact the family: Follow the ITP Case Closure Guidance.